



STATE OF HAWAII
STATE PROCUREMENT OFFICE
HONOLULU, HAWAII

January 29, 1997

TO: All State Agencies on Oahu, Hawaii, Maui, and Kauai

FROM: Procurement Officer

SUBJECT: Change No. 1, Maintenance of Personal Computers, PC
Printers and Related Equipment on the Island of Hawaii
(SPO PL No. 97-23), Maui (SPO PL No. 97-24), Kauai (SPO
PL No. 97-25) IFB-97-106-OHMKL

Change No. 2, Maintenance of Personal Computers, PC
Printers and Related Equipment on the Island of Oahu
SPO PL No. 97-22 (Oahu) IFB-97-106-OHMK

Please make the following changes to your copy of the
subject price lists:

Telephone Nos. for Inacom Business Centers, Inc. are:

(808) 531-5800 x 18 (Contract)
(808) 531-6499 (FAX)
(800) 858-6129 (Service)

ROBERT J. GOVERNS, CPPB
Procurement Officer

STATE PROCUREMENT OFFICE

SPO Price List No. 97-25 (Kauai)

MAINTENANCE OF PERSONAL COMPUTERS, PC PRINTERS AND RELATED EQUIPMENT ON THE ISLAND OF KAUAI (IFB-97-106-OHMK)

January 1, 1997 to December 31, 1997

PURCHASE ORDERS shall be placed with the following vendors:

<u>VENDOR</u>	<u>VENDOR CODE</u>	<u>PHONE NO.</u>
DecisionOne Corporation 841 Bishop Street, Suite 700 Honolulu, HI 96813	2500332-02	1-800-777-8800
Inacom Business Centers, Inc. dba Inacom Information Systems 547 Halekauwila Street, #111 Honolulu, HI 96813	238281-00	1-800-858-6129
International Business Machines Corporation 1240 Ala Moana Boulevard Honolulu, HI 96814	84459-04	1-800-426-7378

UNIT PRICES

Unit Prices shown in this price list are based on delivery of services to designated agencies statewide and include all applicable costs and taxes except the 4% Hawaii General Excise Tax. Agencies are requested to add the 4% amount to their purchase order total. Vendors are aware that the tax to be charged shall not exceed the 4% rate (rounded to the nearest cent).

"SPO PL NO. 97-25" should be noted on purchase orders issued against this price list.

PURCHASE ORDERS

Purchase orders should be mailed to the VENDOR at the address listed. Payment should be made per the vendor code provided.

Agencies may order and pay for maintenance services on a monthly basis, or may order and prepay monthly services in any amount not to exceed the total number of months remaining on the contract multiplied by the total unit Monthly Price for all items agency lists on the Purchase Order form. Please also refer to *Equipment Inventory* paragraph on page 9 before preparing a purchase order.

SPO Price List No. 97-25
1/1/97 to 12/31/97

EXCEPTION TO PRICE LIST

Pursuant to Section 3-121-6 HAR, it is mandatory that all agencies of the Executive Branch purchase from price lists issued by the State Procurement Office. Further, the Chief Procurement Officers for the Judiciary Branch and the Department of Education have agreed and committed to the terms of this price list. However, if the service level of maintenance provided herein is not suited to an agency's purpose, exception to purchase outside of the price list may be granted to such agency by the Chief Procurement Officer of the Executive Branch. To obtain an exception, agencies must submit SPO Form 5, *Request for Authorization to Purchase Outside of the State Procurement Office Price List*, justifying the exception.

PROVISION OF MAINTENANCE SERVICE

The State's Information and Communication Services Division (ICSD) has implemented a self-maintenance program for end-user equipment. There are State agencies who have maintenance coverage with the State's self-maintenance program. The State reserves the right to provide maintenance for any equipment through this program or other self-maintenance program. The State reserves the right to provide no maintenance coverage for equipment.

The State may withdraw equipment from maintenance coverage provided under this contract upon thirty (30) days written notice to the contractor. The contractor shall immediately refund any prepaid maintenance fees to the applicable State agency.

RE-EXECUTION OF WORK

Contractor shall re-execute any work that fails to conform to the requirements of the contract that appears during the course of the work, and shall immediately remedy any defects due to faulty workmanship by the Contractor.

INCORRECT DIAGNOSIS

If an equipment malfunction occurs and the Contractor's maintenance personnel determine that it is not an equipment problem and another Contractor's maintenance personnel are called, and if the final determination is that the malfunction was, in fact, in or caused by the equipment, then the Contractor will provide a written report to the State outlining the circumstances of the incorrect diagnosis. If the State determines that the Contractor is responsible for an excessive number of incorrect diagnosis, the State may initiate termination procedures in accordance with Chapter 3-125, Hawaii Administrative Rules, and following termination shall require the Contractor to refund the remainder of the prepaid maintenance fees to affected agencies.

REMEDIES

If Contractor is unable to restore failing equipment, or equipment's replacement, to good working order (as specified by the manufacturer) within three (3) efforts within a seven (7) calendar day period, the State may recover liquidated damages as specified herein.

WARRANTY

All equipment replaced in the course of providing the maintenance services described herein shall be guaranteed by the Contractor for a minimum period of ninety (90) days from acceptance by the State, or as guaranteed by the manufacturer, whichever is longer.

The warranty for all items shall protect the State user agency against defects resulting from the use of defective or inferior materials, against defects resulting from negligent workmanship, and against all design and manufacturing defects.

Contractor shall replace or repair, at the user's site of the installed product, any defective workmanship and/or materials with equal or better parts at no cost to the State for parts and labor during the warranty period, provided such defects are not due to abuse or negligence on the part of the State.

ORDERING AND INVOICING

The maintenance services required during the period of this contract by the departments, agencies, boards and commissions of the Executive Branch of the State shall be ordered in writing from the Contractor on Purchase Order forms supplied for that purpose by the State. Agencies may order and pay for maintenance services on an annual basis, monthly basis, or may order and prepay monthly services in any amount not to exceed the total number of months remaining on the contract multiplied by the total Unit Bid Price Per Month for all items that the agency lists on the Purchase Order form.

Contractor shall forward an original and three (3) copies of invoice directly to the ordering agency. Payment shall be made to the Contractor upon certification by the State that the Contractor has satisfactorily performed the required services.

LIQUIDATED DAMAGES

For Class 1 Maintenance Service (see Section C Principle Periods of Maintenance in the Specifications Section), liquidated damages are fixed at the sum of FIFTY DOLLARS (\$50.00) for each and every work day the Contractor delays in the completion of any item of its contract after the required date of said completion.

For Class 2 Maintenance Service through Class 5 Maintenance Service (see Section C Principle Periods of Maintenance in the Specifications Section), liquidated damages are fixed at the sum of TWENTY-FIVE DOLLARS (\$25.00) for each and every work day the Contractor delays in the completion of any item of its contract after the required date of said completion.

PAYMENT

Section 103-10, HRS, provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of contract to make payment. For this reason, the State will reject any bid submitted with a condition requiring payment within a shorter period. Further, the State will reject any bid submitted with a condition requiring interest payments greater than that allowed by Section 103-10, HRS, as amended. The State will not recognize any requirement established by the Contractor and communicated to the State after award of the contract which requires payment within a shorter period or interest payment not in conformance with statute.

GENERAL INFORMATION

Contractor shall furnish all labor, tools, equipment, parts, transportation, and supervision required for on-call remedial maintenance services described herein. Contractor shall maintain all equipment in accordance with manufacturer's guidelines, instructions, manuals, standards, and procedures. The State is responsible for having all equipment being registered for PC maintenance under this contract to be in working order.

WORK EXCLUDED FROM THIS CONTRACT

The following work and/or services are excluded from this contract:

- a. Furnishing supplies, painting or refinishing the equipment, and providing material thereof;
- b. Electrical work external to the equipment or installation, maintenance or removal of alterations, attachments or other devices not furnished or recommended by the manufacturer or Contractor;
- c. Repair of equipment including replacement of damaged components, assemblies, and/or parts, when damage is due to accidents caused by misuse, neglect or malicious intent; disasters such as flooding, earthquake, and other acts of God; and other damages resulting from shipment/transportation of equipment, components, assemblies, and/or parts, where the carrier or supplier is determined to be responsible for repair of damages;
- d. Rearrangement or relocation of equipment;

GENERAL REQUIREMENTS

Standard On-Site Repair

Bidder must be capable of maintaining and servicing all equipment contracted for maintenance service. Maintenance service shall consist of ***on-call remedial maintenance***. All maintenance service must be prompt and effective and must be performed by engineers trained, experienced, and qualified to work on microcomputers and associated microcomputer equipment (i.e. printers, modems, etc.).

The Contractor shall perform repairs that will restore the equipment to working order. **All repairs shall be in accordance with manufacturer's guidelines, instructions, manuals, standards, and procedures.** The Contractor shall furnish all labor, tools, equipment, parts, transportation, and supervision required for service of equipment. Maintenance service shall include lubrication, adjustments, and replacement of worn or malfunctioning parts, all as deemed necessary in accordance with manufacturer's guidelines, instructions, manuals, standards, and procedures.

Replacement parts shall be new or equivalent to new in performance and function. All parts must meet or exceed original equipment manufacturer's performance and quality specifications for each individual model. Third party compatible parts shall be required for Time & Materials maintenance service.

All parts must require no physical modifications or State equipment modifications during installation. Proprietary boards which are provided must be of the latest revision which has been released by the manufacturer. Exceptions will be made if the older revisions do not hinder performance. If newer revisions provide a modification to fix an existing problem, then the new revisions must be provided.

Parts and components must be fully compatible and require no special hardware or software modifications in order to function with State equipment. Parts must also function properly and require no special modifications to operate with all versions of Microsoft Windows, OS/2, UNIX, NetWare, Banyan, Lantastic, and Wang software.

The State reserves the right to reject any part or component found not to be 100% compatible. Some agencies require exact replacement parts. If the Contractor is unable to provide this type of support for the specific piece of equipment, the Contractor must inform the agency at the time they are registering their equipment for maintenance coverage.

With the exception of hard drives, the Contractor is responsible for the disposal of any malfunctioning parts removed from State PC equipment. In the event of hard drive failure, the Contractor must notify the agency that their hard drive cannot be repaired and must be replaced. The malfunctioning hard drive must then be turned over to the agency for possible data recovery actions. After data recovery and within thirty (30) days of the hard drive replacement, the agency will return the malfunctioning hard drive to the Contractor.

Maintenance Reports

The Contractor shall furnish a *maintenance report* to the supervisor at the equipment installation site upon completion of each service call. For Time & Materials work that has been performed (see Section M Time & Materials in the Specifications) an additional copy of the *maintenance report* shall be furnished to the supervisor at the Telecommunications & Information Systems Maintenance Section of ICSD. The report shall include, but is not limited to, the following:

- a. Date and time Contractor was notified;
- b. Date and time of Contractor's personnel arrival;
- c. Type and model number(s) of equipment repaired;
- d. Time spent for repair;
- e. Description of malfunction;
- f. List of parts replaced;
- g. Signature of person performing repair/maintenance;
- h. Date and time of turnover to State and signature of person accepting service performance for State.

The Contractor shall furnish *hardware service summary reports* by Department by island and by category of equipment on a quarterly basis. The reports must include:

- a. Downtime of equipment by equipment type;
- b. Problem trends by equipment type for the most recent six (6) months;
- c. Contractor response and repair times by equipment.

Safeguard Data

Due to the confidential and critical nature of the State's data, Contractor shall ensure appropriate safeguards are taken to protect the confidentiality of the State's data.

STANDARD PC EQUIPMENT

Typical State equipment for PCs described herein and to be maintained under this contract includes, but is not limited to, the following:

- * A standard Intel 386 PC containing a 100 to 300 MB Hard Drive, 4 to 8 MB of Memory, a 14" color monitor, keyboard, a 3.5" floppy drive, and/or a 5.25" floppy drive.
- * A standard Intel 486 PC containing a 300 to 500 MB Hard Drive, 8 to 16 MB of Memory, a 15" color monitor, keyboard, and a 3.5" floppy drive.

Most of the equipment listed above will contain some type of communications card such as a 3270 card, Wang Local Office Connection (WLOC) card, and a LAN NIC card. (Macintosh personal computers also include the keyboard and up to a 15" monitor). Contractor is responsible for maintaining all equipment installed into the PC regardless of the configuration. Bidder is advised that the "standard" PCs described above are only typical examples of State equipment and PCs to be maintained under this contract will deviate from the standard description above. External peripherals and monitors larger than 15" will not be considered standard equipment installed into a PC.

Clarification to Equipment Category 18, HP Printers: Maintenance kits for HP 4Si and 5Si printers which require periodic replacement of fuser and roller assemblies after 250,000 - 300,000 copies will be provided to the Contractor by user agencies.

CLASSES OF MAINTENANCE SERVICE

The State may select various classes of maintenance service for different equipment. Each class represents differing principle periods of maintenance:

Class 1 Maintenance Service - 24 x 7 Maintenance Service: period of twenty-four (24) hours a day, seven (7) days a week, including State-observed holidays. Repairs required to be completed within 2 to 4 hours after the initial service call is placed, as follows:

- 1) Oahu: Repairs required to be completed within two (2) hours after the initial service call is placed.
- 2) Hawaii, Maui, and Kauai: Repairs required to be completed within four (4) hours after the initial service call is placed.

Class 2 Maintenance Service period of 7:30 AM to 4:30 PM, Monday through Friday, except State-observed holidays. Repairs required to be completed within 2 to 4 hours after the initial service call is placed, as follows:

- 1) Oahu: Repairs required to be completed within two (2) hours after the initial service call is placed. For service calls placed after 2:30 p.m., repairs are required to be completed no later than 9:30 a.m. on the following State work day.
- 2) Hawaii, Maui, and Kauai: Repairs required to be completed within four (4) hours after the initial service call is placed. For service calls placed after 12:30 p.m., repairs are required to be completed no later than 11:30 a.m. on the following State work day.

Class 3 Maintenance Service period of 7:30 AM to 4:30 PM, Monday through Friday, except State-observed holidays. Repairs required to be completed within 4 to 8 hours after the initial service call is placed, as follows:

- 1) Oahu: Repairs required to be completed within four (4) hours after the initial service call is placed. For service calls placed after 12:30 p.m., repairs are required to be completed no later than 11:30 a.m. on the following State work day.
- 2) Hawaii, Maui, and Kauai: Repairs required to be completed within eight (8) hours after the initial service call is placed. For service calls placed after 10:30 a.m., repairs are required to be completed no later than 3:30 p.m. on the following State work day.

Class 4 Maintenance Service period of 7:30 AM to 4:30 PM, Monday through Friday, except State-observed holidays. Repairs required to be completed within three (3) working days after the initial service call is placed.

- 1) Oahu, Hawaii, Maui, and Kauai: Repairs required to be completed within three (3) working days after the initial service call is placed.

Class 5 Maintenance Service period of 7:30 AM to 4:30 PM, Monday through Friday, except State-observed holidays. Repairs required to be completed within 2 weeks after the initial service call is placed.

- 1) Oahu, Hawaii, Maui, and Kauai: Repairs required to be completed within two (2) weeks after the initial service call is placed.

RESPONSE TIME

Prompt response to requests for maintenance service is mandatory. Contractor must provide a telephone number to receive trouble calls and to provide a current status of calls referred for service. The phone line must be open and be able to handle callers during all hours and days of the Principle Period of Maintenance Service contracted for. For Class 1 Maintenance Service, the phone line must be open and be able to handle callers 24 hours per day, every day of the year. All phone lines must be available at no charge to all State agencies.

Telephone acknowledgment of all requests for service shall be made within sixty (60) minutes from

the time the service request is made. If the service request is made outside of the Principle Period of Maintenance, telephone acknowledgment of request for service shall be made by 8:30 a.m. on the next State work day.

NO ADDITIONAL MAINTENANCE CHARGES

There shall be no additional maintenance charges for the following:

1. Preventive maintenance during principal period of maintenance contract;
2. Time spent by maintenance personnel at the site awaiting the arrival of parts, etc.;
3. Remedial maintenance occasioned by the recurrence of the same malfunction repaired in the preceding forty-eight (48) hour period;
4. Initial registration and certification of the working order of equipment by the Contractor.

PARTS NON-AVAILABILITY

For Class 1, 2, and 3 levels of maintenance service, in the event that a failing component, assembly, or part is not available from the Contractor's local parts inventory, the Contractor will be required to ship the replacement component or part to Hawaii and deliver it to the State's site within twenty-four (24) hours after identification for replacement. In the event that equipment is inoperative, or Contractor estimates equipment to be inoperative, for more than twenty-four (24) hours due to equipment failure, and the replacement part is not available from the local parts inventory, the Contractor shall provide comparable equipment for temporary use at no additional cost to the State until the failed equipment is repaired.

When the system is operational but not fully functional, replacement of the failing component, assembly, or part must be at the State's site within twenty-four (24) hours of identifying the need for replacement or repair.

The State will be the sole judge in determining if the system is not operational, or is operational but not fully functional. In all cases, Contractor shall provide equipment in the manner described herein. It shall be within the sole discretion of the State agency to allow additional time for the delivery of components.

HIERARCHY OF SUPPORT FOR ON-SITE REPAIR EQUIPMENT

The State recognizes that complex maintenance problems will occur which require service resources beyond that available at the local level. It then becomes mandatory that the bidder have access to and make available to the State at no extra charge, hierarchies of support to quickly elevate difficult problems and resolve these complex equipment malfunctions.

1. Initial Level Technical Support. The Customer Engineer that normally responds to customer's call for maintenance service.
2. Second Level Technical Support. A specialist with additional training and/or experience who specializes in providing diagnostic assistance and/or repair expertise when a service call is particularly difficult. This individual must have at least three (3) years of experience as Second Level Technical Support in the maintenance and repair of PC equipment and is normally recognized by the employer for his/her skills by job title or pay classification.

When equipment fails or becomes inoperative, maintenance service will be provided as follows: After Contractor's initial service personnel arrive at the State's installation to respond to a remedial maintenance call and the equipment malfunction has not been diagnosed and repair initiated within two (2) hours of the time of arrival of the service personnel, the Contractor will dispatch for second level technical support.

EQUIPMENT INVENTORY

Agencies will inventory and compile a register of all equipment to be maintained. Such register of equipment shall be used in preparing the initial purchase order when agencies elect to receive maintenance service.

Agency shall provide the following information to vendor: Price List Equipment Category for item(s) to be maintained; Class of maintenance service requested (Class 1-5); Make/Model Number of equipment; serial number; address where equipment is located.

Thereafter, the Contractor must be able to provide at any time during the contract period, within 5 working days of the request, a list of all registered equipment, by island and Department, that is being maintained by the Contractor. Contractor must be able to provide the corresponding registered equipment on a 3 1/2 inch floppy diskette formatted for an IBM-compatible PC in a Lotus-123 Windows format. The information layout for the file will be specified by the State, and will include at a minimum, State agency, island location code (i.e. O for Oahu, M for Maui, H for Hawaii, and K for Kauai) , equipment number, model number, equipment description, serial number, maintenance coverage status and expiration date. This diskette will be made available to the Client Services Branch of ICSD. State agencies will be provided with a hard copy of the list of registered equipment.

UNSUPPORTED EQUIPMENT

If during the course of this contract or any extended period(s), the manufacturer discontinues support for or refuses to sell any item of equipment listed herein, the Contractor shall immediately forward a copy of the manufacturer's notification of discontinued support or refusal to sell, and upon approval by the State in writing, the Contractor shall immediately refund any prepaid maintenance fees and shall no longer be required to offer maintenance service for such item. The discontinued item will be removed from the price list.

In the event Contractor is willing to continue providing maintenance service, the State reserves the right to approve or deny the continued provision of such service.

TIME & MATERIALS

This section of the Price List is for departments and agencies that do not sign up for a yearly maintenance contract but instead elect to have various PCs and related equipment maintained on a per incident basis.

Agencies will be charged an hourly rate for the labor necessary to complete the repairs, and will be charged--at cost--for any replacement parts.

Time & Materials maintenance will be required during regular State office hours, Monday through Friday, 7:30 a.m. to 4:30 p.m. excluding State holidays. Time & Materials repairs must be completed within two weeks from the time of Contractor notification by the State agency.

Agencies will contact the first vendor listed on the price list for the type of repair required. If this vendor is unavailable to conduct the repair, agency shall contact the second vendor listed. If this vendor is unavailable to conduct the repair, agency shall contact the third vendor listed. If this vendor is unavailable to conduct the repair, agency shall follow normal procurement procedures in acquiring the repair services needed.

Time & Materials Repair Procedure

1. The State agency will Carry-in equipment to be repaired to Contractor's repair facility, or the State will call in repair requests to the Contractor for On-Site service. All repairs must be completed within fourteen (14) working days. The repair period begins once the State calls the Contractor and requests for On-Site service or carries in the equipment to Contractor's repair facility. Maximum labor hours per monitor shall be two (2) hours and one (1) hour per power supply. No charges beyond the maximum stated hours will be honored by the State unless Contractor has prior written approval from the State's ICS Division for additional labor hours per unit.
2. The State will provide the Contractor with information regarding the problem. If Contractor replaces peripherals rather than performing component level repairs, Contractor is responsible for ensuring system compatibility and the transferring of all identifying media located on the peripheral.
3. Recurring problems with Contractor repaired peripherals shall be resolved within fourteen (14) working days, otherwise liquidated damages shall apply.
4. State agency will pick up all Carry-in equipment at the Contractor's repair facility.

Time & Materials Hourly Charge

The Time & Materials hourly charge shall include wages for all labor, overhead, general and administrative expenses, all costs, profit, and applicable taxes. Materials shall be sold at cost, including if appropriate, material handling costs as part of the material cost. Material handling costs shall include only costs clearly excluded from the labor hourly rate. The Time & Materials hourly charge shall have a maximum time duration cap which will vary from peripheral to peripheral. Refer to the Specifications for maximum labor hour charges allowed. The Contractor shall also have the responsibility of disclosing their purchase price for all items they are reselling to the State under the Time & Materials portion of the contract.

Time & Materials Billing

For Time & Materials, the State will be billed for labor at the hourly rate provided, not to exceed the maximum caps set out in the specifications, unless prior written State approval is made. All parts used in the repairs shall be sold to the State at the Contractor's cost plus the 4% Hawaii General Excise Tax, and shipping charges, if applicable.

For purposes of billing parts and materials, invoice copies of the Contractor's original purchase invoice will accompany any billings made to the State. Agency shall provide a copy of this purchase invoice to: ICSD TISM Section. Contractor will have the responsibility of ensuring competitive pricing. At no time during the contract should Contractor buy overpriced merchandise and resell these goods to the State. The State reserves the right to evaluate market conditions and Contractor's purchasing practices. At no point in the contract period should the Contractor's purchase price be more than 10% above industry averages based on a sample of five wholesaler pricings taken by the ICSD TISM Section. Unless Contractor is able to justify his costs above and beyond the 10% average, the State has the option to reject the overpriced goods.

The State shall have the option to cancel the contract, pursue suspension and debarment procedures outlined in the Hawaii Administrative Rules on Procurement, and award contract to the next lowest responsive and responsible bidder should the State find the Contractor or their supplier inflated prices beyond the 10% limit on three (3) separate occasions.

INQUIRIES

Questions may be directed to Mr. Grant Turner of the State Procurement Office at telephone (808) 586-0565.

ROBERT J. GOVERNS, CPPB
Procurement Officer

GROUP I - PC EQUIPMENT MAINTENANCE
ISLAND OF KAUAI-PC EQUIPMENT MAINTENANCE

Equipment Categories	Class 1 7 Work Days/Week 24 Hours/Day Repairs Completed Within 2-4 Hours		Class 2 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2-4 Hours		Class 3 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 4-8 Hours		Class 4 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 3 Work Days		Class 5 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2 Weeks	
	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor
<i>Desktop or Tower Type Personal Computers</i>										
Equipment Category 1										
a. ISA/286	\$ 122.00	Inacom	\$ 114.00	Inacom	\$ 109.00	Inacom	\$ 90.00	Inacom	\$ 83.00	Inacom
Equipment Category 2										
a. ISA/386 < 500 MB Hard Drive	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
b. ISA/386 >= 500 MB Hard Drive	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
c. ISA/486 < 500 MB Hard Drive	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
d. ISA/486 >= 500 MB Hard Drive	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
Equipment Category 3										
a. ISA/Pentium < 500 MB Hard Drive	122.00	Inacom	114.00	Inacom	90.00	Inacom	90.00	Inacom	83.00	Inacom
b. ISA/Pentium >= 500 MB Hard Dr.	122.00	Inacom	114.00	Inacom	90.00	Inacom	90.00	Inacom	83.00	Inacom
Equipment Category 4										
a. Eduquest 35	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
b. Eduquest 55	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
Equipment Category 5										
a. Tandy 1000	\$ 140.00	Inacom	\$ 114.00	Inacom	\$ 125.00	Incom	\$ 102.00	Inacom	\$ 95.00	Inacom

Equipment Categories	Class 1 7 Work Days/Week 24 Hours/Day Repairs Completed Within 2-4 Hours		Class 2 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2-4 Hours		Class 3 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 4-8 Hours		Class 4 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 3 Work Days		Class 5 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2 Weeks	
	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor
Equipment Category 6										
a. MCA/286	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
Equipment Category 7										
a. MCA/386 < 500 MB Hard Drive	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
b. MCA/386 >= 500 MB Hard Drive	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
c. MCA/486 < 500 MB Hard Drive	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
d. MCA/486 >= 500 MB Hard Drive	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.000	Inacom	83.00	Inacom
Equipment Category 8										
a. MCA/Pentium < 500 MB Hard Dr.	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
b. MCA/Pentium >=500 MB Hard Dr.	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
<i>Wang Manufactured PCs</i>										
Equipment Category 9										
a. ISA/286	330.00	Decision1	180.00	Decision1	162.00	Decision1	126.00	Decision1	108.00	Decision1
Equipment Category 10										
a. ISA/386 < 500 MB Hard Drive	\$ 330.00	Decision1	\$ 180.00	Decision1	\$ 162.00	Decision1	\$ 126.00	Decision1	\$ 108.00	Decision1
b. ISA/386 >=500 MB Hard Drive	330.00	Decision1	180.00	Decision1	162.00	Decision1	126.00	Decision1	108.00	Decision1

Equipment Categories	Class 1 7 Work Days/Week 24 Hours/Day Repairs Completed Within 2-4 Hours		Class 2 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2-4 Hours		Class 3 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 4-8 Hours		Class 4 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 3 Work Days		Class 5 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2 Weeks	
	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor
c. ISA/486 < 500 MB Hard Drive	330.00	Decision1	180.00	Decision1	162.00	Decision1	126.00	Decision1	108.00	Decision1
d. ISA/486 >= 500 MB Hard Drive	330.00	Decision1	180.00	Decision1	162.00	Decision1	126.00	Decision1	108.00	Decision1
Equipment Category 11										
a. ISA/Pentium < 500 MB Hard Dr.	330.00	Decision1	180.00	Decision1	162.00	Decision1	126.00	Decision1	108.00	Decision1
b. ISA/Pentium >= 500 MB Hard Dr.	330.00	Decision1	180.00	Decision1	162.00	Decision1	126.00	Decision1	108.00	Decision1
Equipment Category 12										
a. MCA/286	330.00	Decision1	180.00	Decision1	162.00	Decision1	126.00	Decision1	108.00	Decision1
Equipment Category 13										
a. MCA/386 < 500 MB Hard Drive	330.00	Decision1	180.00	Decision1	162.00	Decision1	126.00	Decision1	108.00	Decision1
b. MCA/386 >=500 MB Hard Drive	330.00	Decision1	180.00	Decision1	162.00	Decision1	126.00	Decision1	108.00	Decision1
c. MCA/486 < 500 MB Hard Drive	330.00	Decision1	180.00	Decision1	162.00	Decision1	126.00	Decision1	108.00	Decision1
d. MCA/486 >= 500 MB Hard Drive	330.00	Decision1	180.00	Decision1	162.00	Decision1	126.00	Decision1	108.00	Decision1
Equipment Category 14										
a. MCA/Pentium < 500 MB Hard Dr.	330.00	Decision1	180.00	Decision	162.00	Decision1	126.00	Decision1	108.00	Decision1
b. MCA/Pentium >=500 MB Hard Dr.	\$ 330.00	Decision1	\$ 180.00	Decision1	\$ 162.00	Decision1	\$ 126.00	Decision1	\$ 108.00	Decision1
<i>Macintosh Personal Computers</i>										
Equipment Category 15										

Equipment Categories	Class 1 7 Work Days/Week 24 Hours/Day Repairs Completed Within 2-4 Hours		Class 2 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2-4 Hours		Class 3 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 4-8 Hours		Class 4 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 3 Work Days		Class 5 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2 Weeks	
	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor
a. MAC < 500 MB Hard Drive	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
b. MAC >= 500 MB Hard Drive	122.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
c. MAC - Quadra 800	140.00	Inacom	114.00	Inacom	109.00	Inacom	90.00	Inacom	83.00	Inacom
d. MAC Notebook computer	140.00	Inacom	131.00	Inacom	125.00	Inacom	102.00	Inacom	95.00	Inacom
<i>Notebook/Laptop Computers</i>										
Equipment Category 16										
a. 486 < 500 MB Hard Drive	140.00	Inacom	131.00	Inacom	125.00	Inacom	102.00	Inacom	95.00	Inacom
b. 486 >= 500 MB Hard Drive	140.00	Inacom	131.00	Inacom	125.00	Inacom	102.00	Inacom	95.00	Inacom
c. Pentium < 500 MB Hard Drive	140.00	Inacom	131.00	Inacom	125.00	Inacom	102.00	Inacom	95.00	Inacom
d. Pentium >= 500 MB Hard Drive	140.00	Inacom	131.00	Inacom	125.00	Inacom	102.00	Inacom	95.00	Inacom
<i>Monitors</i>										
Equipment Category 17										
a. VGA/SVGA 17"	88.00	Inacom	82.00	Inacom	78.00	Inacom	67.00	Inacom	59.00	Inacom
b. VGA/SVGA 20"	\$ 88.00	Inacom	\$ 82.00	Inacom	\$ 78.00	Inacom	\$ 67.00	Inacom	\$ 59.00	Inacom
c. VGA/SVGA 21"	105.00	Inacom	98.00	Incom	94.00	Inacom	81.00	Inacom	71.00	Inacom
<i>HP Printers</i>										
Equipment Category 18										
a. Laser <= 8 PPM	105.00	Inacom	98.00	Inacom	94.00	Inacom	132.00	Decision1	71.00	Inacom

Equipment Categories	Class 1 7 Work Days/Week 24 Hours/Day Repairs Completed Within 2-4 Hours		Class 2 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2-4 Hours		Class 3 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 4-8 Hours		Class 4 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 3 Work Days		Class 5 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2 Weeks	
	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor
b. Laser > = 9 PPM	105.00	Inacom	98.00	Inacom	94.00	Inacom	198.00	Decision1	74.00	Inacom
c. Dot Matrix (Standard Body)	88.00	Inacom	82.00	Inacom	78.00	Inacom	78.00	Decision1	59.00	Inacom
d. Dot Matrix (Wide Body)	88.00	Inacom	82.00	Inacom	78.00	Inacom	78.00	Decision1	59.00	Inacom
e. Ink Jet	88.00	Inacom	82.00	Inacom	78.00	Inacom	78.00	Decision1	59.00	Inacom
f. Impact Printer	88.00	Inacom	82.00	Inacom	78.00	Inacom	110.00	Decision1	59.00	Inacom
<i>IBM/Lexmark Printers</i>										
Equipment Category 19	105.00	Inacom	98.00	Inacom	94.00	Inacom	132.00	Inacom	71.00	Inacom
a. Laser < = 8 PPM	105.00	Inacom	98.00	Inacom	94.00	Inacom	198.00	Inacom	74.00	Inacom
b. Laser > = 9 PPM	88.00	Inacom	82.00	Inacom	78.00	Inacom	78.00	Inacom	59.00	Inacom
c. Dot Matrix (Standard Body)	88.00	Inacom	82.00	Inacom	78.00	Inacom	78.00	Inacom	59.00	Inacom
d. Dot Matrix (Wide Body)	88.00	Inacom	82.00	Inacom	78.00	Inacom	78.00	Inacom	59.00	Inacom
e. Ink Jet	88.00	Inacom	82.00	Inacom	78.00	Inacom	78.00	Inacom	59.00	Inacom
f. Impact Printer	88.00	Inacom	82.00	Inacom	78.00	Inacom	78.00	Inacom	59.00	Inacom
<i>All Other Printers</i>										
Equipment Category 20										
a. Laser < = 8 PPM	\$ 105.00	Inacom	\$ 98.00	Inacom	\$ 94.00	Inacom	\$ 198.00	Inacom	\$ 71.00	Inacom
b. Laser > = 9 PPM	88.00	Inacom	82.00	Inacom	78.00	Inacom	78.00	Inacom	74.00	Inacom
c. Dot Matrix (Standard Body)	88.00	Inacom	82.00	Inacom	78.00	Inacom	78.00	Inacom	59.00	Inacom
d. Dot Matrix (Wide Body)	88.00	Inacom	82.00	Inacom	78.00	Inacom	78.00	Inacom	59.00	Inacom
e. Ink Jet	88.00	Inacom	82.00	Inacom	78.00	Inacom	78.00	Inacom	59.00	Inacom

Equipment Categories	Class 1 7 Work Days/Week 24 Hours/Day Repairs Completed Within 2-4 Hours		Class 2 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2-4 Hours		Class 3 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 4-8 Hours		Class 4 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 3 Work Days		Class 5 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2 Weeks	
	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor
f. Impact Printer	88.00	Inacom	82.00	Inacom	78.00	Inacom	78.00	Inacom	59.00	Inacom
<i>Modems-External</i>										
Equipment Category 21										
a. Speed 1200-2400 bps	35.00	Inacom	30.00	Inacom	25.00	Inacom	22.00	Inacom	20.00	Inacom
b. Speed 4800-9600 bps	35.00	Inacom	30.00	Inacom	25.00	Inacom	22.00	Inacom	20.00	Inacom
c. Speed 14.4 Kbps	35.00	Inacom	30.00	Inacom	25.00	Inacom	22.00	Inacom	20.00	Inacom
d. Speed 28.8 Kbps	35.00	Inacom	30.00	Inacom	25.00	Inacom	22.00	Inacom	20.00	Inacom
<i>CD ROM Drives-External</i>										
Equipment Category 22										
a. IDE - Single	88.00	Inacom	81.00	Decision1	39.60	IBM	39.60	IBM	39.60	IBM
b. IDE - 2x	88.00	Inacom	81.00	Decision1	39.60	IBM	39.60	IBM	39.60	IBM
c. IDE - 3x	88.00	Inacom	81.00	Decision1	39.60	IBM	39.60	IBM	39.60	IBM
d. IDE - 4x	\$ 88.00	Inacom	\$ 81.00	Decision1	\$ 39.60	IBM	\$ 39.60	IBM	\$ 39.60	IBM
e. IDE - 6x	88.00	Inacom	81.00	Decision1	39.60	IBM	39.60	IBM	39.60	IBM
f. IDE - 8x	88.00	Inacom	81.00	Decision1	39.60	IBM	39.60	IBM	39.60	IBM
g. SCSI - Single	88.00	Inacom	81.00	Decision1	39.60	IBM	39.60	IBM	39.60	IBM
h. SCSI - 2x	88.00	Inacom	81.00	Decision1	39.60	IBM	39.60	IBM	39.60	IBM
i. SCSI - 3x	88.00	Inacom	81.00	Decision1	39.60	IBM	39.60	IBM	39.60	IBM
j. SCSI - 4x	88.00	Inacom	81.00	Decision1	39.60	IBM	39.60	IBM	39.60	IBM
k. SCSI - 6x	88.00	Inacom	81.00	Decision1	39.60	IBM	39.60	IBM	39.60	IBM

Equipment Categories	Class 1 7 Work Days/Week 24 Hours/Day Repairs Completed Within 2-4 Hours		Class 2 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2-4 Hours		Class 3 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 4-8 Hours		Class 4 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 3 Work Days		Class 5 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2 Weeks	
	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor
l. SCSI - 8x	88.00	Inacom	81.00	Decision1	39.60	IBM	39.60	IBM	39.60	IBM
<i>Backup Tape Drives/Miscellaneous Equipment</i>										
Equipment Category 23										
a. Conner 4GB SCSI	298.00		268.00	Inacom	242.00	Inacom	220.00	Inacom		
b. HP JetStore 2000										
c. Backpack										
d. Exabyte 4200 CE										
e. APC600LS - UPS										
f. HP35480A 4mm Dat Tape Drive										
g. Maynard 2000 Dat										
h. Maynstream 20										
i. Colorado 250										
j. Active Hubs										
k. Maynard 315 R10L										
l. Emerald Systems 4mm Dat										
m. Conner MSG0000AT										
n. HP Scanjet Plus w/interface & ADF										
o. Compaq										
p. 4869 Ext DD										
q. MAU										

Equipment Categories	Class 1 7 Work Days/Week 24 Hours/Day Repairs Completed Within 2-4 Hours		Class 2 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2-4 Hours		Class 3 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 4-8 Hours		Class 4 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 3 Work Days		Class 5 5 Work Days/Week 7:30 am - 4:30 pm Repairs Completed Within 2 Weeks	
	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor	Annual Unit Bid Price*	Vendor
r. Archive Anaconda Tape bkup for 1.35 GB Dr										
s. Bernoulli 90 Pro										
t. IBM 3440										
u. 74G8631										
v. Nudesign										
w. IBM Dual Star 250										
x. IBM92F3434										
y. Trakker 250										
z. Colorado 350										
aa. Colorado 700										
bb. Tandy 425SX										
cc. SBE										
Scanners										
Equipment Category 24										
a. HP ScanJet Iicx	\$ 174.00	Decision1	\$ 144.00	Decision1	\$ 126.00	Decision1	\$ 108.00	Decision1	\$ 90.00	Decision1
b. HP ScanJet Iic/ADF	174.00	Decision1	144.00	Decision1	126.00	Decision1	108.00	Decision1	90.00	Decision1
c. Microtek Scanmaker II	174.00	Decision1	144.00	Decision1	126.00	Decision1	108.00	Decision1	90.00	Decision1

* *Annual Unit Bid Price* divided by twelve (12) shall be the Unit Bid Price Per Month for purposes of ordering and invoicing on a monthly basis. Agencies may order and pay for maintenance services on a monthly basis, or may order and prepay monthly services in any amount not to exceed the total number of months remaining on the contract multiplied by the total Unit Bid Price Per Month for all items that the agency lists on the Purchase Order form. See *Ordering and Invoicing* section on page 2.